

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency



Administrative Issuance: CFSA-08-8

TO: All Staff

FROM: Cheryl Williams, M.D., Acting Deputy Director for Office of Clinical Practice
Audrey L. Sutton, Deputy Director for Program Operations

DATE: August 8, 2008

RE: Protocol for Office of Clinical Practice Nurses Assigned to Child Protective Services Administration

The Office of Clinical Practice (OCP) assigns nurses to the Child Protective Services Intake and Investigations Administration to support the Child Protective Services (CPS) social workers with gathering medical information and documentation, communicating with healthcare practitioners and facilities (i.e., pediatricians, nurse practitioners, nurses, clinics, hospitals, the Medical Assistance Administration, other medical entities, etc.), engaging family members, and providing services to children and families. The OCP nurses are assigned to CPS during the hours of 8:15 a.m. through 4:45 p.m., Monday through Friday.

The Child Protective Services social worker is responsible for obtaining the child's critical medical and medication information from the birth parents, guardians, or other caregivers; the child (if old enough to convey information); health care practitioners; other service providers (e.g., school nurse, day care center); and existing medical records. The CPS social workers may require assistance from the OCP nurses for any of these responsibilities including gathering immunization records, medical records, confirmation of latest well baby/well child/physical examination, and discussing medical information with the child's healthcare practitioner. The CPS social workers are also requested to consult with the OCP nurses for:

- issues of medical neglect allegations,
- hospitalizations,
- fatalities,
- substance exposure,
- special needs (if in the home),
- coordinating required medical services, and
- conducting home visits.

This Administrative Issuance will provide guidance to Child Protective Services (CPS) Intake and Investigations Administration social workers and the nurses in the Office of Clinical Practice-Health Services Administration assigned to CPS when the CPS social worker requires the assistance of the OCP nurses. If you have any questions regarding this issuance, please contact Cheryl Durden, Program Manager, Office of Clinical Practice-Health Services Administration.

Procedures

When requesting services from the OCP nurses, the following procedures will be followed:

The Child Protective Services social worker shall:

1. Complete the Nurse Referral Form, attach the FACES snapshot, and the Early Intervention Referral Form, if applicable.
2. Submit a completed and signed Authorization to Disclose Medical or Dental Information, if signature can be obtained by a parent or guardian.
3. Place the forms in the in-box outside of the Nurses Office (#1061).
4. Document all relevant information in the Contact Notes in FACES.

The Office of Clinical Practice-Health Services Administration shall:

1. Assign staff to retrieve the referral forms from the in-box at least twice daily and give to the Health Services Supervisor (or designee).
2. Require that the Health Services Supervisor (or designee) assign the investigation to a nurse no later than 24 hours from receipt of the referral form or the next business day.

The Office of Clinical Practice-Health Services Nurses shall:

1. Upon receipt of the investigations assignment, contact the CPS social worker via telephone or face-to-face to discuss the case, gather further information, and provide advice and consultation to the social worker.
2. Determine if a home visit will be conducted based on the information gathered from the social worker, health care provider, family and/or the OCP Health Team, and on the clinical judgment of the nurse.
3. In consultation with the social worker, obtain supportive medical records.
4. Complete the MCO Investigation Form and submit by facsimile to the Medical Assistance Administration (MAA), within 48 hours of the request for information; the OCP nurse shall submit the completed form to MAA, asking for Primary Care Physician (PCP) contact information and the dates of the last medical visit or physical and other pertinent medical information; if child/youth is unknown to MAA, the nurse shall request further information on the family private PCP from the CPS social worker, then submit request to private PCP.
5. Provide the social worker with the requested information, i.e., immunization records within 48 hours; medical records and treatment plans will be provided to the social worker upon receipt by the nurse.
6. Document activity in the Contact Notes in FACES, including information pertaining to a consultation or visitation request within 48-72 hours of the visitation request or actual visitation.

IMPORTANT

- For emergency referrals, or consultation after hours, social workers shall contact the CFSA hotline to be connected with the manager on call for either OCP Health Services Administration for medical issues, or OCP Clinical Support Services Administration for issues on mental health, domestic violence and substance abuse.
- If there is evidence or suspicion of developmental delay or substance exposure of the child, the CPS social worker shall complete, in consultation with the OCP nurses, the "0-3 Early Intervention Screening Referral Form" to the Early Care and Education Administration (ECEA) for screening. The social worker shall place the form in the in-box outside the Nurses Office or take the form directly to an OCP nurse. The OCP nurse will forward the completed form by facsimile to ECEA.
- A signed Authorization to Disclose Medical and Dental Information is not required to request medical records for a child who is the subject of an investigation, if the records bear directly on the allegations of abuse or neglect being investigated. In such instances, the CPS social worker and/or the OCP nurse may obtain a child's medical records without parental authorization. A copy of D.C. Law 17-198, effective July 18, 2008 (D.C. Act 17-395, 55 D.C.R. 6283, June 6, 2008; D.C. Official Code § 4-1301.06b), which gives CFSA permission to directly request needed records for an investigation, may be submitted by either the CPS social worker or the OCP nurse to a medical/healthcare facility.



Nurse Referral Form

Date of Request: _____

Date of Receipt by OCP Nurse: _____

Request(s):

- ☐ Medical Records ☐ Immunizations
- ☐ Latest well baby/well child/physical exam – **Copy of Form or Date of most recent exam only** (please circle required information) ☐ Consultation (please state concerns in comments section)
- ☐ Medical service coordination (please explain in comments section)

Comments/Additional Information (continue on additional pages if needed):

Family Information:

Mother's Name: _____ Father's Name: _____

Telephone #: _____ Telephone #: _____

Child's Name	DOB	SS#	Address
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Referral #: _____

Backlog Case? ☐ Yes ☐ No

Social Worker: _____ Cell #: _____ Desk#: _____

Supervisor: _____ Cell #: _____ Desk#: _____

Doctor and/or Medical Facility:

Primary care physician: _____

Address: _____

Phone #: _____ Fax#: _____

Medical Facility/clinic: _____

Address: _____

Phone #: _____ Fax#: _____

Insurance provider: _____

**** Please attach a copy of the FACES Referral Acceptance Snapshot and completed CAPTA Referral (0-3).**

Please write legibly and return to:

"In-Box" Nurse's Office # 1061